

Wing Surgery, Stewkley Road

Quality Report

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Date of inspection visit: 3 November 2016

Date of publication: 22/11/2016

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

In April 2016 we found concerns related to the management of medical emergencies and supporting processes during a comprehensive inspection of Wing Surgery – Stewkley Road in Wing (a village between Aylesbury and Leighton Buzzard on the Buckinghamshire/Bedfordshire boarder). Following the inspection the provider sent us an action plan detailing how they would improve the areas of concern. On previous inspection in April 2016, we found one breach of the regulations relating to the safe delivery of services.

We carried out a follow up inspection of Wing Surgery – Stewkley Road on 3 November 2016 to ensure these changes had been implemented and that the service was meeting the requirements of the regulations.

The ratings for the practice have been updated to reflect our findings following the improvements made since our last inspection and the practice was now meeting the regulations that had previously been breached.

Specifically the practice was:

- Operating safe systems in relation to the management of medical emergencies and supporting processes. This included appropriate arrangements in place for handling, using, storing and dispensing medicines.
- The practice (specifically the dispensary within the practice) was now managing repeat prescriptions in a safe and effective way. Furthermore, processes supporting prescription security within the practice had been strengthened and prescriptions were now securely stored and systems implemented to monitor their use.
- Reviewing all the patient feedback received. This included a review of all complaints and compliments and ensuring any relevant learning was implemented. The practice had also updated leaflets and information on the website to ensure patients were aware of how they can raise verbal comments and complaints.

Wing Surgery – Stewkley Road had taken full heed of the findings of the inspection undertaken in April 2016 and is now rated good for the provision of safe, effective, caring, responsive and well led services.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is now rated as good for providing safe services.

Our last inspection in April 2016 identified concerns relating to the management of medical emergencies and supporting processes. We also identified concerns relating to arrangements in how the practice monitored the security of blank prescription pads.

During the inspection in November 2016, we saw the concerns had been addressed:

- Wing Surgery – Stewkley Road had reviewed protocols and risks associated with the management of medical emergencies within the practice. An example of a completed action was the implementation of a designated area for all emergency medicines and emergency equipment and implementation of systems to ensure standards would be regularly monitored and reviewed.
- We saw the practice had reviewed the national policy on safe medicines management and revised a practice specific prescription security policy and subsequent procedures. The practice (specifically the dispensary within the practice) was now managing repeat prescriptions in a safe and effective way. Furthermore, processes supporting prescription security within the practice had been strengthened and prescriptions were now securely stored and systems implemented to monitor their use.

Good



Wing Surgery, Stewkley Road

Detailed findings

Why we carried out this inspection

We inspected this service as a focused inspection to follow up on concerns identified at the comprehensive inspection undertaken in April 2016. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting.

The focused inspection of this service was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider has made the necessary improvements and was meeting the legal requirements in relation to the regulations associated with the Health and Social Care Act 2008.

We have followed up to make sure the necessary changes have been made and found the provider is now meeting the regulations associated with the Health and Social Care Act 2008 included within this report.

This report should be read in conjunction with the full inspection report.

How we carried out this inspection

Before visiting on 3 November 2016, the practice confirmed they had taken the actions detailed in their action plan.

We met with the management team including one of the GP Partners. We reviewed information given to us by the practice and also reviewed processes and documents relevant to the management of medical emergencies, prescription security and patient feedback. During our visit we undertook observations of the environment including observations within the dispensary and the designated area where all emergency medicines were stored.

All were relevant to demonstrate the practice had addressed the breach of the regulation identified at the inspection in April 2016.

Are services safe?

Our findings

When we inspected Wing Surgery – Stewkley Road in April 2016, we identified concerns relating to how the practice managed medical emergencies, repeat prescriptions and the security of blank prescriptions.

We also saw the practice had not reviewed all patient feedback; this included no review of all complaints and compliments received.

We reviewed information obtained during the inspection in November 2016 and found the practice had made significant improvements to address the concerns previously identified.

Safe track record and learning

During the comprehensive inspection in April 2016, we saw that significant events and complaints were reviewed annually and analysis of the events (including learning) was undertaken at this review. However, there was no overall review of complaints to identify trends and ensure that any learning identified was embedded in practice.

- At the November 2016 inspection, we saw there was a system by which complaints were reviewed. Following discussions with the practice manager, we were assured that any relevant learning was embedded. We also saw that the practice's literature and information on the practice's website had been amended and it contained clear instructions for patients wishing to raise verbal comments and complaints.

Arrangements to deal with emergencies and major incidents

During the comprehensive inspection in April 2016, we found the practice did not have adequate arrangements in place to respond to emergencies and major incidents. The planning for medical emergencies was not properly risk assessed. For example:

- There was not appropriate storage of emergency medicines. Staff were unsure of where they would access emergency medicines. Most staff suggested they would get them from the dispensary. The dispensary could not locate atropine, which would be required as the practice performed fittings of intrauterine devices (coils). Staff could not locate Benzylpenicillin, which

would be used for suspected bacterial meningitis. If staff were not sure where to obtain medicines or whether they were stored onsite, this could delay any response to a medical emergency.

- At the November 2016 inspection, we saw the practice had adopted a new clearly defined process and emergency medicines were now easily accessible to staff in a designated secure area of the practice. Throughout the November 2016 inspection, we spoke to a range of staff and all staff knew of the location of emergency medicines. Furthermore, the practice now had a supply of atropine and Benzylpenicillin which staff could not locate on our previous inspection. All the medicines we checked during this inspection were in date and fit for use.

Medicines management

When we inspected the practice in April 2016 we found both blank prescription forms for the use in printers and those for hand written prescriptions were not handled in accordance with national guidance. They were not tracked through the practice or kept securely at all times. We also saw the supporting process for repeat prescriptions was not appropriate.

Following the April 2016 inspection the provider sent information including a report of the changes they would make to comply with the regulations they were not meeting.

During the November 2016 inspection we saw the practice had reviewed the national policy on safe medicines management and revised a practice specific prescription security policy and subsequent procedures.

- One of the new procedures we saw ensured all prescriptions were stored safely in locked cupboard and all printers were fitted with locks on the drawer containing prescriptions.
- Further procedures ensured prescriptions were now tracked throughout the practice. We reviewed the 'prescriptions log' which recording the first and last serial numbers of the batch dispensed. We saw the practice had implemented control measures to ensure prescription security remained a top priority.

Are services safe?

During the November 2016 inspection we reviewed the practice specific 'repeat prescription and medication review protocol'. This had been reviewed and amended after the April 2016 inspection and had been approved by one of the GPs who was the prescribing lead.

- We spoke with members of staff from the dispensary and saw the new process and protocol had been embedded into how the dispensary managed repeat

prescription. We saw and staff confirmed adherence to the new protocol and GPs now authorised prescriptions before the dispensary dispensed the prescribed medicines.

These actions had ensured that the practice now had appropriate arrangements in place to assess, monitor, manage and mitigate risks to the health and safety of patients, staff and visitors. These completed actions were also ensuring that regulations relating to this aspect of the safe delivery of services and management of medicines were being met.